



American Council of the Blind

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Comments of the American Council of the Blind

In Reply to CG 10-213 FCC Notice Seeking Comment on Compliance with ACAA, July 12, 2012

- In the docket announcement requesting comments about the biennial report, the FCC states it has all the information it needs regarding Section 255 complaints and their resolution.
- ACB does not believe that complaints filed and their resolutions provide the entire picture when looking at Section 255.
- Historically, FCC's Section 255 complaint filing process and the resolution process has been found to be broken. Consumers were discouraged from filing comments because little action was taken by the FCC other than to forward complaints to the manufacturers, who, in turn, ignored such complaints.
- Accessibility of devices covered under Section 255 is abysmal.
- Other than one manufacturer, Panasonic, no other major equipment manufacturer of telecommunication devices has made a concerted effort to produce devices that meets the needs of blind and visually impaired people, providing this market with very little choice.

Respectfully Submitted

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